



THE CITY OF SAN DIEGO

**FPB POLICY
C-13-17**

**CROWD MANAGERS
CFC §403.3, 2404.20.2**

I. PURPOSE

California Fire Code (CFC), Section 403.3 states in part that, "Trained crowd managers shall be provided for facilities or events where more than 1,000 persons congregate. The minimum number of crowd managers shall be established at a ratio of one crowd manager to every 250 persons."

Though trained crowd managers have been required by the CFC since its adoption by the State on January 1, 2011, the provision was not widely enforced in the State. This was largely due to the lack of training options available for crowd managers at time of adoption. Today, however, options for training programs for crowd managers have increased with readily available and affordable Web-based programs.

The purpose of this policy is intended to provide the minimum requirements for training of crowd managers where required by the CFC and to provide timeframe for implementation.

II. SCOPE

The provisions of this policy are to provide the minimum requirements for the training of crowd managers when required by CFC Section 403.3 for public assemblages and events and CFC Section 2404.20.2 for temporary and permanent tents and membrane structures.

III. DEFINITIONS

CROWD MANAGER: Persons trained by an approved organization that are equipped with a comprehensive emergency plan that can assist in successful evacuation and provide a safe entertainment venue.

IV. TRAINING

CAL FIRE – Office of the State Fire Marshal recognizes two training programs that were developed using industry standard processes, including a comprehensive job task analysis to identify the task necessary for successful performance as a crowd manager and was developed by education professionals guided by fire safety experts. These programs can be found at the following locations:

Fire Prevention Bureau

Fire-Rescue Department • 1010 Second Avenue, Suite 300 • San Diego, CA 92101-4903
Tel (619) 533-4400 Fax 544-6806

- National Association of State Fire Marshals' (NASFM) Website at:
<http://www.crowdmanagers.com/>
- International Association of Venue Managers, Inc. Website at:
<http://www.trainedcrowdmanager.com/>

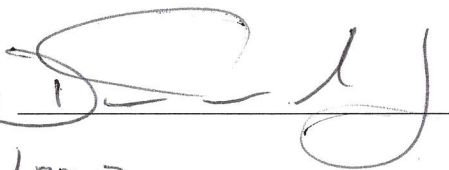
V. TIMEFRAME FOR IMPLEMENTATION

Beginning January 1, 2014, all public assemblages and events where more than 1,000 persons congregate, and all tents and other membrane structures with 250 or more persons, shall provide trained crowd managers certified by one of the above organizations at a ratio of one crowd manager for every 250 persons. The number of crowd managers provided shall be indicated on the permit application by the applicant.

This requirement does NOT require the facility to hire additional personnel; rather, it requires management to assign crowd management duties to individuals and to be sure these individuals are trained to carry out those duties.

VI. CERTIFICATION

Upon successful completion of training, individuals are issued a certificate of completion with an expiration date by one of the above listed organizations. Personnel acting in the capacity of crowd manager shall maintain a current certificate.

Promulgated by: 

Date: 6/12/2013

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